

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES

**CUSTOMER SATISFACTION SURVEY
OFFICE OF THE SECRETARY
MAIL SERVICES**

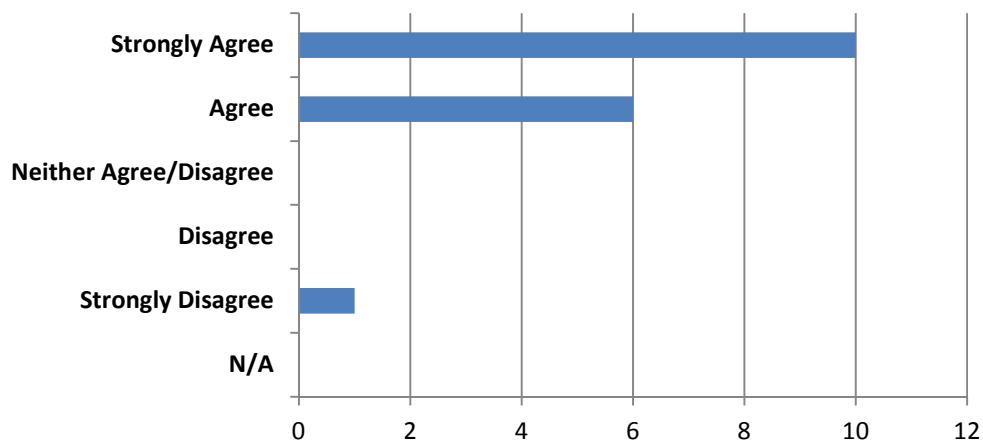
Targeted Survey Issued During Fiscal Year 2016

I. SURVEY TIMELINE AND TARGETED POLLING GROUP

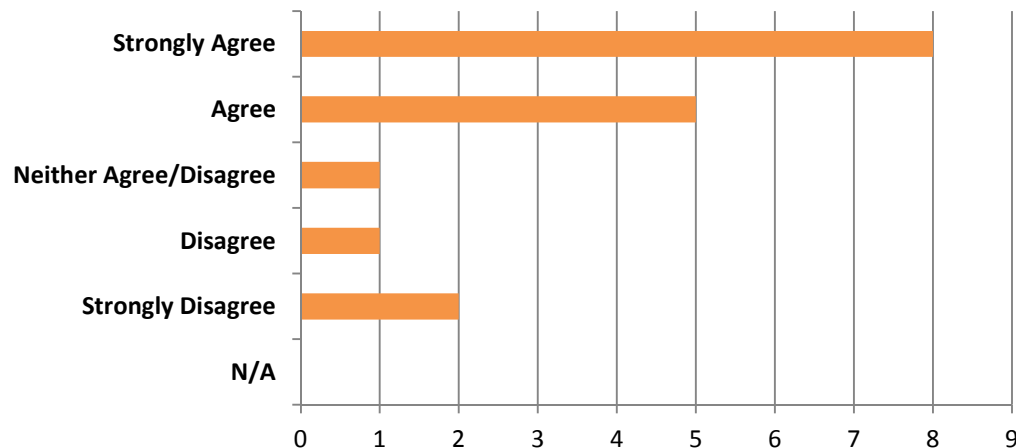
The Office of Facilities and Administrative Services, Administrative Services Division, Property and Mail Operation Branch, conducted a six (6) question survey seeking feedback on our management of the Office of the Secretary (OS), Mail services. During the 1st quarter of the Fiscal Year 2016 (FY-16), 20 surveys were distributed to our Mail services customers. Out of the 20 surveys issued during this period, 17 were completed and returned. This, we believe represents a reasonable sampling of our client offices and provides valid survey results to use as a customer satisfaction baseline.

II. SURVEY RESULTS The 17 statements and related customer feedback results were:

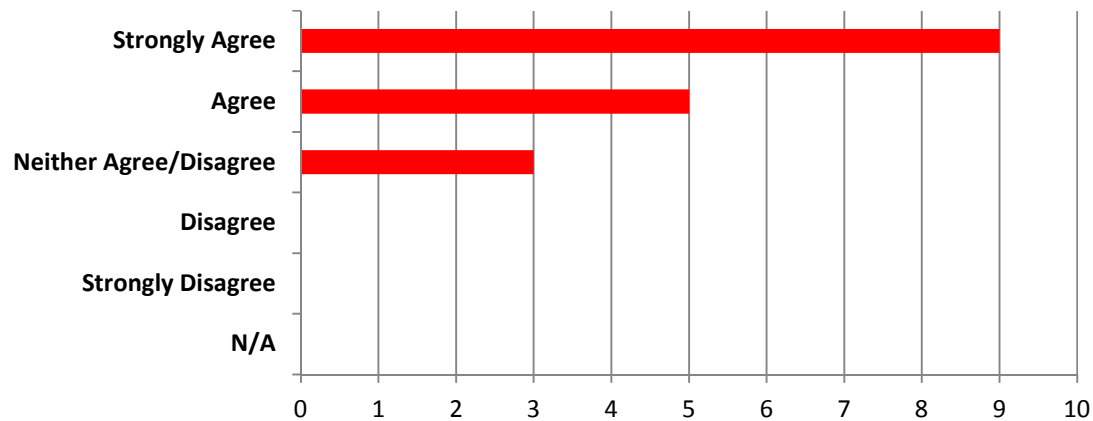
1. The twice-a-day deliveries and pick-ups meet our business needs.



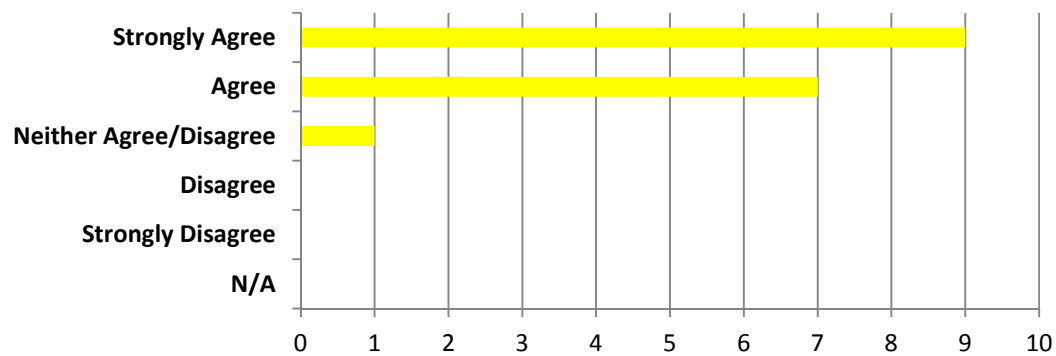
2. I am satisfied with the accuracy of mail delivery.



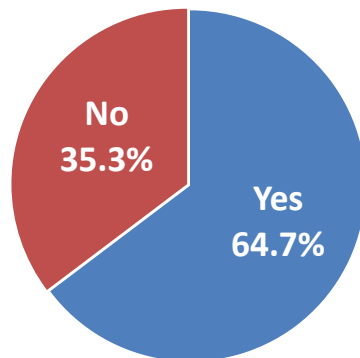
3. The mail staff demonstrates a level of professionalism I expect.



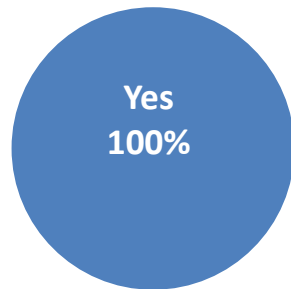
4. Overall, I am satisfied with the services from mail staff.



5. I know what to do and who to contact if a suspicious Mail or package is delivered to our office.



6. I would like someone to contact me.



III. “WHAT YOU SAID” - SURVEY COMMENTS

1. What did we do really well?

- Having to sign for registered mail
- Awesome job daily
- Our delivery person is very prompt and consistent.
- The mail seems to make it to our offices in a timely manner.
- Accept all parcels of mail, to include oversized mail with a smile. Also, there is always a high level of promptness, in the performance of deliveries.
- I am satisfied with the mail service.
- Prompt, polite delivery and pickup.
- Keep the professional attitude, as conveyed with each and every employee that is in need of your services. Great Team

2. What can we do to improve?

- Read the address on who the mail is going to. People who are in BIA or Solicitor's office are not located in the PAM office
- You need to check who is in what office. We get mail for people who are no longer in our office (but still at MIB), who have retired, and those who have left MIB and Federal Service all together. We give you updated lists of our staff members, but we still get errant mail. For example: we still get mail for Abby Miller, who has been in another office for at least 6 years; we also get mail for past directors, like Pam Haze, who moved to another office and now is retired.
- Add another mail pick up
- I do sometimes receive mail for other offices. It sometimes appears the mail is floated around and if the room number or name is close enough the mail will be dropped off though the address is clearly marked for another office. But, the person delivering the mail could be told to drop off the mail in a specific mailbox even though the mail is marked for someone they cannot find. I do get a few complaints about the FedEx area. I'm not sure if this is included in this survey.

IV. SURVEY METHODOLOGY

Using our list of administrative customers, we sent out surveys to these designated individuals during the period of the first quarter. Our concentration was to target our administrative customers that handle mail on a regular basis so that we can see where we may need improvement and to monitor our customer satisfaction. All surveys were issued so employees could respond anonymously, although they had the option to list their names.

V. ANALYSIS OF SURVEY RESULTS

The survey results were favorable with an “*Overall Satisfaction*” rating of **90%** who responded with Strongly Agree.